ScienceLogic

CASE STUDY

Large U.S. Media Provider Achieves 90% Faster Incident Response Time with ScienceLogic's SL1 AIOps Platform

When the largest U.S. news publisher needed to automate and virtualize its Network Operations Center (NOC), they turned to ScienceLogic's SL1 AIOps platform to power their IT infrastructure transformation. Delivered via SaaS, the SL1 platform helped this global organization consolidate redundant IT teams, eliminate duplicate tools, and dramatically improve SLAs, ultimately achieving substantially greater operational efficiency and cost reductions.

Challenge

Founded in 1906, today this media powerhouse is the largest news publisher in the US. Its history of mergers and acquisitions contributed to their growth, but also created operational complexity that eventually necessitated an IT infrastructure overhaul. The primary goals of this digital transformation were to reduce manual processes, consolidate operations, and improve incident response time.

Solution

ScienceLogic's SL1 AIOps platform unified operations across global locations, providing real-time, enterprise-wide visibility into the health of its entire infrastructure and applications. Automated ticketing, triage, and remediation processes significantly reduced reliance on offshore staff, minimized the need for manual efforts, and saved over 2700 hours of manual work.

- SL1's single-platform view of all operations data makes it easy to immediately identify, prioritize, and respond to enterprise-wide incidents.
- Shifting from traditional device-centric infrastructure monitoring to business-service monitoring via SL1 business services and dashboards provides proactive insights, reduces noise, and supports faster prioritization and resolution.
- Automating data flows and workflows between SL1 and other management platforms including ServiceNow, New Relic, and Sumo Logic vastly improves the organization's SLAs.
- SL1's built-in workflow automation replaces manual approaches with more efficient solutions that sync monitored resources with the CMDB, enrich tickets with triage data, auto-disable or restart devices, and more.

Company
The Largest U.S. Media Provider

Headquarters
New York, NY

Industry
Media and Publishing

Use Case:
Implement AIOps for proactive incident monitoring, automation of manual processes, and to provide data insights covering apps, networks, cloud, servers and storage, and everything in between.

Outcomes:
- 12 Tools eliminated
- 39% Reduction in tickets requiring staff
- 90% Faster incident response
- 16 Offshore staff reduced

Impact

Using SL1, the organization was able to streamline its global NOC with a modernized approach that created order out of chaos with proactive incident monitoring, centralized service visibility, and highly efficient automated workflows. They were able to eliminate 12 redundant tools, reduce tickets requiring staff intervention by 39%, and achieve a remarkable 90% improvement in incident response time.

What's Next

The organization plans to further optimize its operations by leveraging ScienceLogic's AIOps capabilities to focus on continuous improvement, predictive analytics, and automation of additional manual processes to enhance overall efficiency.

> "After implementing ScienceLogic's SL1 AIOps platform, we achieved real-time visibility, automated our operations, and significantly improved incident response. It's a game-changer for our organization."

VP Infrastructure, Large US Media Publisher

BENEFITS

- Unified operations across global locations
- Increased service visibility with proactive insight
- Accelerated incident response through automated ticketing, triage, and remediation processes
- Reduced manual ITOps through workflow automation
- Reduced operating expenses and improved SLAs with proactive monitoring